EPSOM

COLLEGE

**IT Apprentice
Full Time**

REPORTING TO: The IT Lead Technician will oversee work activities and reporting to the Director of Digital and Information Services.

The College
Found in 1855, Epsom College is an independent Co-educational Boarding and Day School for 1100 pupils aged 11 to 18 years, the College operates across 6 days per week. The School is located approximately one mile from Epsom town, below Epsom Downs, in fine buildings set in a beautiful 72 acres estate. There is a Lower School for pupils aged 11-13, and in the Senior School there are 13 Houses, 6 are boarding houses, and the College offers all pupils a wide academic and co-curricular programme. Epsom College prides itself on the high standard of pastoral care devoted to all the pupils within a total curriculum that enables all pupils to achieve their full academic potential.

Job Purpose
As first point of contact for IT Support responsible for providing a broad range of technical support and trouble shooting assitance for staff and pupils via email or face-to-face.

Main Duties
- To provide tier 1 technical support to the College's users.
- Meeting and greeting walk-in visitors to the IT helpdesk and providing support as needed, along with attending classrooms and offices to resolve issues.
- Responding to tickets assigned by the Lead Technician within agreed SLAs.
- To operate, install, update and work with equipment such as smartboards, external storage devices, computer diagnostic tools, printers etc.
- To work in compliance with the College and GDRP policies and maintaining confidential information.
- To support the design, installation and configuration of software and hardware across the College network.
- Ensuring the IT helpdesk has stock of day-to-day items and the office remains clean and clear.
- To support & perform routine maintenance of computer/network systems to ensure efficient operations.
- To support diagnostic tests to identify and resolve faults.
- To support & carry out hardware repairs of IT devices including mobile devices.
- To train users on new systems by performing technical demonstrations to acquaint them with operational procedures.
- To accurately record, update and document requests using the IT service desk system.
- To support major IT issues or upgrades which are not possible to perform during normal working hours.
- To act as a technical advocate within the College; promoting thoughts and ideas that contribute towards a more efficient and productive migration and implementation of new IT systems.
- To be part of the out of hours IT support Service On Call Rota on a rotational basis

Epsom College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment

No job description can fully cover all aspects of the role and consequently the responsibilities are likely to evolve and change over time. This description gives an overall view of the position.

Job Requirements

Personal Attributes

- A positive, "can do" attitude, who can work alone as well as contributing to and enjoying being part of the broader team.
- Excellent written and oral communication skills.
- Have a strong interest in Information Technology and keep abreast of new developments in software and hardware
- A problem solver
- The ability to explain problems and solutions clearly to non-technical users
- The ability to prioritise, work under pressure and meet deadlines
- A patient, analytical and methodical approach

Technical Skills, Experience and Requirements

The post holder will be required to have a working knowledge of:

- Microsoft Office 365 including Outlook, Teams, OneNote, OneDrive and SharePoint.
- IT hardware and basic troubleshooting.
- MS Windows operating systems.

Desirable Technical Skills Requirements

- Apple technologies (i.e. Apple School Manager, Classroom app etc.) and Apple hardware.
- Mobile devices including laptops, iPads and mobile phones.
- Experience of working in a school/educational environment.

The selection panel reserves the right to enhance any or all of the desirable criteria to attain a manageable field

Terms and Conditions

Salary   Competitive salary offered dependent on experience and in excess of apprenticeship rates **plus** an additional on call payment when working on the on call rota. Training and relevant professional qualification programme offered.

Hours   40 hours per week Monday to Friday. The IT department core hours are 8am – 6pm Monday to Friday. The department is "manned" during this time by a member of the IT staff. There will be a shared rota of working: 8am - 4pm, 9am – 5pm, 10am – 6pm.
Saturday morning 8.30am – 12.30pm on a rota **term time only**, expected to be around 3 Saturday mornings per term.
In addition, to be a member of the out of hours IT support rota **term time only** Monday to Friday: 18:00 – 22:00, Saturday 12:30 – 22:00, Sunday and Bank Holidays: 08:00 – 22:00

Holidays: The holiday entitlement is 28 days paid holiday per annum including bank holidays increasing one day per year up to a maximum of 33 days per annum including bank holidays. Additional discretionary days are offered by the Bursar during the Christmas and New Year period.

Pension: The College operates the Epsom College Automatic Enrolment Scheme. The Scheme is administered by the Pensions Trust. Eligibility is based on statutory criteria. If eligible, the Employee will be required to contribute a minimum of 5% of Basic Salary and the College will contribute 4% in compliance with current legislation

Employee Benefits include:

Life Assurance: Members who are automatically enrolled or who choose to opt into the College Pension Scheme will be provided with life assurance cover at two x contractual annual basic salary at no cost to the employee;

School Fee Discount: Generous school fee discount available subject to qualifying conditions;

Private Health Plan: Offered to staff subject to qualifying conditions

Employee assistance programme: this including free counselling service to employees and close family.

Dining Facilities and Refreshments: Whilst at work a free meal and refreshments are available when the dining room is open;

Health Fitness and Wellbeing: Free use of Fitness suite and swimming pool are available to staff at certain times;

Cycle to Work: The College offers an interest free cycle to work loan subject to a qualifying conditions.

Parking: Free car parking for staff is available on campus;

Computer Loan: The College offers an interest free computer loan subject to a qualifying conditions.

Offer of Post:

In compliance with safer recruitment regulations, the post will be offered subject to receipt of satisfactory written references, pre-placement medical assessment, proof of appropriate qualifications, a check of online search engines and websites of publicly available information that does not identify the candidate as potentially unsuitable to work within a school setting, a satisfactory Enhanced Disclosure from the Disclosure and Barring Service and overseas police check if appropriate, as well as confirmation that the successful candidate is able to work in the UK. Prior to interview, an online search of internet search engines, websites and other publicly available and publicly accessible platforms to ascertain applicant's suitability to work within a school environment will be undertaken on applicants that have been shortlisted. Please note whilst the Enhanced DBS check will be paid by the College if an overseas police check is required it will be at the cost of the successful applicant

<u>Method of Application</u>

Candidates should complete an application form which can be downloaded via our website www.epsomcollege.org.uk. To comply with safeguarding procedures when working in a school, CVs cannot be accepted. Applicants should refer to the Recruitment, Selection and Disclosure policy on the College website.

Applications will be assessed in order of receipt and interviews and subsequent offer of employment may occur at any stage after applications are received. We invite interested candidates to apply as soon as possible.